

Docket No. 23689-210

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on March 29, 2001.

Bonnie S. Gerwe

Applicant:

Perry G. Vincent

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Serial No.: 09/750,948

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Group Art Unit:

Filed: December 28, 2000

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Examiner:

For:

SYSTEM AND METHOD FOR SUGGESTING INTERACTION STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98 Applicant herewith submits certain patent references which the Patent & Trademark Office may wish to consider in examining the above-identified application. The references are listed on the attached Form PTO-1449.

Copies of the listed references are also provided. No representation is made or intended that a prior art search has been made or that no better art than that listed is available.

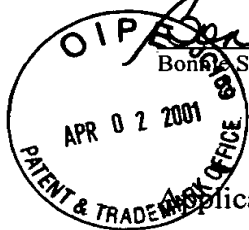
Please charge any fees required, or credit any overpayment, to Deposit Account No. 04-1133.

Respectfully submitted,

By

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8/3 PATENT



ATTY. DOCKET 23689-210
(Customer No. 24256)

APPLICANT Perry G. Vincent

FILING DATE 12/28/00

GROUP	To Be Assigned
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**FOR: SYSTEM AND METHOD FOR SUGGESTING
INTERACTION STRATEGIES TO A CUSTOMER SERVICE
REPRESENTATIVE**

APR 02 2001
PATENT & TRADEMARK OFFICE

[illegible][illegible]

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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